

Meeting Minutes
State 9-1-1 Advisory Board
June 15, 2011
Sacramento, CA

Members Present:

Karen Wong, State of California, California Technology Agency/PSCO
DeeDee Teal for Reginald Chappelle, California Highway Patrol (CHP)
Chris Hinshaw, California National Emergency Number Association (CALNENA)
Cheri Rockwell for Lisa J. Hoffmann, Association of Public-Safety Communication Officials (APCO)
Lesli J. Wilson, California Fire Chiefs Association (CFCA)
Captain Don Hutchinson for Edward N. Bonner, California State Sheriffs' Association (CSSA)
Peter M. Bryan, California Fire Chiefs Association (CFCA)
Sam L. Spiegel, California Police Chiefs Association (CPCA)
Chip W. Yarborough, California National Emergency Number Association (CALNENA)
Robert Nichelini, California Police Chiefs Association (CPCA)

Members Absent:

Mark Pazin, California State Sheriffs' Association

Staff Present:

Ryan Dulin, Chief, California 9-1-1 Emergency Communications Division
Paul Dumetz, Public Safety Communications Office
Phillip Killion, Public Safety Communications Office

Presentations:

Michael Crews, California Emergency Management Agency
Vanessa Rose, California Technology Agency

I. CALL TO ORDER, WELCOME AND OPENING REMARKS

Ms. Wong, Deputy Director of the Public Safety Communications Office (PSCO), California Technology Agency, called the meeting to order.

II. APPROVAL OF DECEMBER 2010 MINUTES

Mr. Spiegel requested a change be made to the March 2011 minutes regarding his title.

Mr. Spiegel retired as Chief of Police from the Folsom Police Department in November 2010.

Ms. Wong acknowledged the request and moved for the minutes to be accepted with the following changes. The motion was accepted and carried by unanimous vote.

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III. UNFINISHED BUSINESS

- a) None

IV. REPORTS

- a) **CA 9-1-1 Division Update**

Ryan Dulin gave the report on the following items:

General Information:

Mr. Dulin provided the board with an Action Item Tracking Sheet. The tracking sheet is used to capture all tasks that will need to be completed between the State 9-1-1 Advisory Board and the California 9-1-1 Emergency Communications Division (CA 9-1-1). The Action Item Tracking Sheet will track all tasks that are discussed during the State 9-1-1 Advisory Board 2011 meetings.

Mr. Dulin has asked the County Coordinator Task Force (CCTF) to provide updated information before the charter can be submitted. He expects the Charter to be published by July 2011.

An updated State 9-1-1 Advisory Board Committee and Work Group document has been provided to the Board due to the changes made during the March 2011 State 9-1-1 Advisory Board Meeting.

Due to a scheduling conflict, a representative from the Federal Communications Commission (FCC) was not able to attend the June 2011 State Advisory Board Meeting. Ryan Dulin and Karen Wong will reach out to the FCC in an attempt to have them participate at the September 2011 State 9-1-1 Advisory Board Meeting.

The CA 9-1-1 Division is working with L.R Kimball on Regulatory Considerations for the California Strategic Plan. The document is in its final review stages. The document will be shared with the Long Range Planning Committee (LRPC) once it is completed. The expected completion date for the document is August 2011.

The Technology Work Group (TWG) completed two issue papers regarding 9-1-1 automatic

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dialing and recorded messages. TWG also prepared summaries on six emerging products and provided information on how these products affect Public Safety Answering Points (PSAPs). After the documents have been reviewed, the information will be shared with the PSAPs and distributed to the State 9-1-1 Advisory Board.

There were a total of 74 outages reported from April – May of 2011. No routine trends were identified during the 74 outages. The three most common outages were line breakage due to construction, weather, and community isolated incidents.

Project fact sheets for the CA 9-1-1 Division have been posted here:
<http://www.cio.ca.gov/PSCO/Publications/default.htm> as of May 2011.

The CA 9-1-1 Division is currently working with the Office of Technology Services (OTech) to procure the required services for the Enhanced 9-1-1 Grant Project. A couple of technical issues have been identified and will be reviewed before deploying the next sites of the hosted solutions component. The CA 9-1-1 Division is working with Cheri Lynn Rockwell of Butte County. The CA 9-1-1 Division is in the process of installing the second host at CSU Chico Police Department at the end of July 2011.

The Routing on Empirical Data Project Phase 4 is 95% complete. This phase takes calls that were originally routed to CHP and re-routes the call to the local PSAP.

Phase 5 is currently 65% complete. The last phase, Phase 6 is 45% complete.

The Emergency Call Tracking System (ECaTS) Project installation is complete except for a handful of military bases. The military bases that still need to be completed are El Centro, Lemoore, China Lake, and Port Hueneme California. The military bases are non state funded PSAPs. Historical data conversion for ECaTS should be completed by September 2011.

The CA 9-1-1 Division is looking at hosted projects throughout the state of California. The areas that will be ramped up are the Pasadena RING Project, Imperial County, Ventura County, and Mendocino County.

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A letter was sent to Broadmoor and Escalon Police Departments on June 8, 2011. The letter was to inform the police departments that they were out of compliance for not taking their 9-1-1 calls in accordance with State policy. The letter stated that both police departments have 60 days to resume normal operations. Broadmoor Police Department has not answered calls since April 2009 with the exception of 5 calls on June 25, 2010. Escalon Police Department went into alternate answer March 1, 2011 without providing notice to the State. The CA 9-1-1 Division will be reaching out to the State 9-1-1 Advisory Board about the issue and working with both entities to resume operations within the next 60 days.

If Broadmoor or Escalon does not conform within 60 days the CA 9-1-1 Division will through the use of the Warren Act to engage the Attorney General's Office. The CA 9-1-1 Division will need feedback from Escalon and Broadmoor before recommendations can be made. Mr. Dulin said he would reach out to the County Coordinators in order to gain more information on where the calls are being routed.

b) County Coordinator Task Force:

Shelby Geezer presented for the CCTF.

The CCTF continues to be actively involved in (MLTS) and the technology workgroups. The CCTF recently completed installation of the CCTF website which was put together as a reference tool for all County Coordinators. <http://www.CountyCoordinator.com>

The CCTF will hold its Bi-Annual County Coordinator Forum on July 21, 2011 in Sacramento California at the CHP headquarters.

c) Committee On Outage Notification & Escalation:

PSCO has been in communication with the California Emergency Management Agency (CALEMA). CALEMA is now reviewing the document that was submitted and is actively engaged and will provide feedback prior to the September 2011 meeting.

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d) **Long Range Planning Committee (LRPC):**

LRPC has not met at this time. Karen Wong announced that the Rough Order of Magnitude Cost Report will be sent out for review July 2011.

V. NEW BUSINESS

- a) Chief Legal Council, Vanessa Rose from the California Technology Agency provided clarity and reviewed changes implemented in the Bagley-Keene Open Meeting Act that affect the current operation of the State 9-1-1 Advisory Board.
- b) Ms. Wong said she would provide clarity on the travel restrictions during the next State 9-1-1 Advisory Board Meeting.
- c) Mr. Dulin provided feedback to a letter that was sent by JoAnn Hicks to the CA 9-1-1 Division regarding maintenance contracts and Quick and Express Dial Tones (QDT/EDT). Ryan informed Mr. Hinshaw that he would engage the CPUC concerning the 90 day provision for the disconnect of QDT/EDT calls.

VI. FUTURE BUSINESS

- a) Mr. Dulin informed the State 9-1-1 Advisory Board on June 1, 2011 the CA 9-1-1 Division filed a response with the CPUC on the subject of MLTS E9-1-1 regarding the Administrative Law Judge Ruling 10-04-011. The CA 9-1-1 Division will reach out to the CCTF in order to create a survey, gather information from the PSAPs, and to establish guidelines in regards to MLTS.
- a) Mr. Dulin said that he would send out the actual FCC response to all State 9-1-1 Advisory Board Members.
- b) PSCO's Rough Order of Magnitude Cost Estimate Report is expected to be published July 2011.
- c) Mr. Yarborough asked to see last year's reimbursements for independently contracted county coordinators. Mr. Yarborough also requested the current year to date reimbursement report on independently contracted county coordinators. Karen Wong agreed to provide the information during the next State 9-1-1 Advisory Board Meeting.

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VII. ANNOUNCEMENTS

- a) Michael Crews from the California Emergency Management Agency (Cal EMA) informed the State 9-1-1 Advisory Board of the first National Emergency Alert System test which will occur on November 9, 2011 at 11am Pacific Standard Time, 2pm Eastern Standard Time.
- b) Ms. Wong congratulated Michelle Bland of California Highway Patrol and Jim Thompson from the California 9-1-1 Emergency Communication Division for receiving the Best of California Outstanding IT Service and Support Award at the California Government Technology Conference in May 2011.
- c) Ms. Wong congratulated a list of California 9-1-1 Dispatchers for receiving a local 9-1-1 Hero Award at the 9-1-1 for Kids Hero Award Ceremony which was held at the California State Capital on May 12, 2011.
- d) Mr. Hinshaw announced the next CalNENA quarterly meeting will be held on July 28th in Simi Valley, California.

VIII. PUBLIC COMMENT

- a) Joann Hicks provided clarity on a letter she sent in to the California 9-1-1 Emergency Communications office concerning QDT/EDT calls.

IX. ADJOURNMENT

Ms. Wong adjourned the meeting at 11:45am

Handouts

- 1. **CA 9-1-1 Advisory Board Minutes – March 2011**
- 2. **Action Items Tracking Sheet**
- 3. **Outage Report**